

**Request for Proposal  
Phone System Upgrade  
Job # 67-15-IT  
Responses to Vendor Questions**

1. Q: Regarding Chapter 1 page 8 "Pricing to replace current phone sets with Cisco and Microsoft Lync compatible phone sets will also be provided as part of the response." Does the City of Kirkland seek phone set recommendations with unit pricing for new products? Is the City also considering utilizing some of your existing phone sets? If the City expects pricing for a specific set of new phones, please provide a list of the models.

A: The City is seeking phone set recommendations and unit pricing for a specific set of new phones per the Phones table on pages 7-8 of the RFP documents. The phone sets must be certified compatible with both the recommended CISCO solution (SCCP) and with Microsoft Lync (SIP). The City does not have a preference for specific models or manufacturers.

2. Q: Does the City of Kirkland have any active hardware or software SMARTnet contracts for any of the items involved in this upgrade? If so, when do they expire?

A: Yes, the City carries CISCO SMARTnet on all components of the current UC solution with the exception of the phone sets. The current expiration of those contracts is December 1, 2015

3. Can the City provide the license counts for the following applications?

- Q: Cisco Communications Manager

- UCL Essential: \_\_\_\_
- UCL Basic: \_\_\_\_
- UCL Enhanced: \_\_\_\_
- CUWL Standard: \_\_\_\_
- CUWL Professional: \_\_\_\_
- Analog Device: \_\_\_\_
- Public Space: \_\_\_\_

A: The city is not clear as to exactly what is being asked here in terms of the call manager(s). However, the system has a total of 2513 unit licenses on the system with 2387 of those used and a remaining balance of 126 available. The 2387 are allocated to the devices noted in the Phones table on pages 7-8 of the RFP document.

- Q: Unity Messaging: \_\_\_\_

A:

Licensed seats for:	Total	Used	Unused
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Cisco Unity Subscriber Total number of subscribers (both voice messaging and unified messaging features)	500	492	8
Cisco Unity Subscriber Feature - Unity Inbox Total number of subscribers allowed the Unity Inbox feature	0	0	0
Cisco Unity Subscriber Feature - Unified Messaging Total number of subscribers allowed the unified messaging feature	500	0	500

- Q: Emergency Responder: \_\_\_\_

A:

<b>CER Server License</b>	
CER server license type	Permanent
Server license count	2
<b>CER User License</b>	
Publisher user license count	1200
Number of phones discovered	499
Number of phones manually configured	91
Total number of users being tracked currently	590

- Q: IP Contact Center
  - Agent Level
  - (Std/Enh/Prem): \_\_\_\_
  - # of

A:

Package: Cisco Unified CCX Enhanced	
IVR Port(s):	150
Cisco Unified CCX Enhanced Seat(s):	29
Cisco Unified CCX Maximum Agents:	300

- Q: Do any of the other 9 locations have a voice gateway like the 2951 at City Hall?

A: The only voice gateway is the 2951 located at Kirkland City Hall. There are no SRST sites in the topology.

- Q: How many Analog Ports of the VG248 are currently in use?

A: 24 ports

6. Q: Is there expected analog port growth?

A: Not at this time.

7. Q: What is used for the fax environment (POTS, VG248 ports, ATA, etc.)

A: At Kirkland City Hall, all fax machines are connected to the VG248. At the remote buildings, fax machine use ATA's with the exception of the Kirkland Justice Center where there is a VG224.

8. Q: How many Unity Connection voice mail boxes are in use today?

A: The City of Kirkland is using Unity Messaging rather than "connections". Please see the Unity license table in question 3 in this document for counts.

9. Q: Is there any need for growth in voice mail?

A: The City was not sure if this was a storage question or a system license question. If it's a storage question, voice mail messages reside in our Exchange environment. If it's a licensing question, see question 3 in this document.

10. Q: Can you provide the current hardware and software maintenance coverage dates with the current voice environment?

A: See question 2 in this document.

11. Q: How many Agents & supervisors (ACD/IPCC) will be using the system concurrently?

A: Supervisors = Up to 12  
Agents = Up to 70

12. Q: How many ACD/IPCC queues are in use?

A: There are 9 total queues configured, 2 of them are system queues for prompt recording and testing.

13. Q: Is there any 3<sup>rd</sup> party integration with the ACD/IPCC (SQL queries etc.) If yes please provide as much detail as possible.

A: Only the built-in tools provided with IPCC are used. There are no custom or 3<sup>rd</sup> party integrations.

14. Q: What are the ACD/IPCC needs related to reporting, recording, QA functions, etc.?

A: The new solution must at a minimum support all of the same reporting features built into the currently installed version 7.02 which includes historical and real time.

15. Q: What is your busy hour call count? (During the busiest time of day, how many calls will be processed.)

A: This information is not readily available at this time.

16. Q: Who is your existing carrier for PSTN service?

A: The existing PSTN carrier for the 2xT1/PRI is Integra

17. Q: Is there any Microsoft integration plan as part of the Cisco Phone System? If Lync is required, would Cisco Jabber be considered as an equivalent substitution?

A: There are no integration plans as part of this project. However, the deployed solution must be capable of and compatible for future integration.

18. Q: Is there any intent by the City to expand on its existing feature set?

A: It is not the intent of this project to expand on our existing feature set. If respondents would like to suggest expanding on our current feature set, as noted in the REQUESTED SERVICES section of the RFP document, page 8, "Any new features will be priced separately."

19. Q: Are there any City needs not being met by the current phone system?

A: To the best of our knowledge, the current feature set in the current system meets the needs of the City. See question 18 in this document.

20. Q: What is the expectation for project management meetings? Onsite, virtual, or combination?

A: Ideally and where it makes sense, onsite is preferred. A combination of onsite and virtual, however, is acceptable.

21. Q: Will the selected vendor be providing primary project management functions, or will they work with a Project Manager from the City?

A: The selected vendor will be responsible for primary project management but will work with a designated person from the City. The person from the City will be responsible for coordinating internal resources needed.

22. Q: Does the City have a timeframe goal for project completion?

A: The goal is to have the replacement system in place and this project completed by the end of December 2015. Note: The actual target for completion is TBD with the selected vendor though.